# MFaaS Customer Meeting chat log and Q&A

## June 16, 2020

[group question]

Q: Questions around EOS and the importance it has.

A: EOS and printing functionality is in scope and will be confirmed and tested. As mentioned previously we do not anticipate testing every printer but confirming printing connectivity and functionality will be done. This will be a topic discussed in the Testing meetings and this is one of the areas that we envision leveraging each other for testing and validation.

[group question]

Q: Support “freeway lane” discussion and how to categorize the support tickets into level 1, 2, 3 or 4.

A: This is the metaphor of a four-lane highway and if all four lanes are blocked the issue should be a Sev 1 ticket. Then one lane blocked would be a Sev 2 ticket and so on. Ensono stated that they will assume the ticket level category of the person contacting them. There will be documentation on common categories and guidelines as well.

[9:48 AM] Bird, Joanne (ESD)

Q: We can expect there will be future documentation on support and support levels?

A: Yes, there will be Support Center documents provided and are in draft now as we transition. Also, regarding supporting documentation, the Runbooks will be shared soon, we are reviewing those, and we will also provide the support docs to customer agencies as well.

[9:48 AM] Charlotte

Q: Will they be monitoring evening batch runs for incidents?

A: Yes, Ensono stated that they monitor 24/7 and anticipate seeing and potentially working incidents based on the SLA level of the ticket. Sev 1 tickets get assigned in fifteen minutes; Sev 2 tickets in one hour and Sev 3 and 4 level tickets will be assigned the next business day.

[group question]

Q: Can we see the Risks or RAID Log from the project?

A: Yes, will provide the WaTech Project RAID Log.

[10:11 AM] Randall, Jon (OFM)

Q: Are there any sample test plans available yet to see what other customers have done? Also, are there any lessons learned from other customers implementations that can be shared?

A: A sample Test plan was provided and is posted on the WaTech MFaaS website … under Resources. Another sample will be asked for from Ensono. Ensono will provide Lessons Learned information from other/similar projects once the documents are available.

[group question]

Q: Testing sync and replication questions from L&I and DRS?

A: The environments used for testing will be as identical as possible to the Production environment. There will be a refresh for the test data bed during the Mock testing as Ensono typically does not like to have customers test with data more than a week old. These are details that should be part of the Testing team and their tasks as they work out the testing with Ensono and WaTech.